



EXECUTIVE ORDER NO. 003 OF 2023
BY THE EXECUTIVE GOVERNOR OF OYO STATE OF
NIGERIA
ON THE PROMOTION OF TRANSPARENCY AND
EFFICIENCY IN THE EASE OF DOING BUSINESS IN OYO
STATE



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**BY THE EXECUTIVE GOVERNOR OF OYO STATE OF NIGERIA
ON THE PROMOTION OF TRANSPARENCY AND EFFICIENCY IN THE
EASE OF DOING BUSINESS IN OYO STATE**

WHEREAS, it is the policy of the Oyo State Government of Nigeria to create an enabling environment for businesses and establish measures and strategies aimed at promoting transparency and efficiency;

WHEREAS, the Oyo State Government of Nigeria is committed to the promotion of investments and stimulation of the Oyo State's economy; and

NOW THEREFORE, PURSUANT to Sections 5(2) of the 1999 Constitution of the Federal Republic of Nigeria, as amended, and all other laws and enabling powers in that regard, I, **Engr. Oluseyi Abiodun Makinde (FNSE)**, the Executive Governor of Oyo State of Nigeria, hereby make the following Executive Order —

TRANSPARENCY IN MINISTRIES, DEPARTMENTS, AND AGENCIES

1. Every Ministry, Department and Agency (MDA) of the Oyo State Government shall publish a complete list of all requirements or conditions for obtaining products and services within the MDA's scope of responsibility, including permits, licenses, waivers, tax related processes, filings and approvals. The list shall —
 - a. include all fees and timelines required for the processing of applications for the products and services; and

- b. be conspicuously pasted on the premises of the relevant MDA and published on the State Government's official website within 21 days from the date of issuance of this Order.
2. It shall be the responsibility of the Accounting Officer of the MDA to ensure that the list is verified and kept up-to-date at all times. If there is any conflict between a published and an unpublished list of requirements, the published list shall prevail.

ONE GOVERNMENT DIRECTIVE

3. An MDA that requires input documentation, requirements or conditions from another MDA in order to deliver products and services on applications within the originating MDA's mandate, including permits, licenses, waivers, tax documentation, filings and approvals shall only request a photocopy or other prima facie proof from the applicant. It shall be the responsibility of the originating MDA to seek verification or certification directly from the issuing MDA.
4. Service Level Agreements shall be binding on MDAs and shall be relied upon by MDAs in the issuance of published stipulated timelines for processing of applications for the products and services.
5. It shall be the responsibility of the head of the relevant MDA to ensure that the agreed terms of the Service Level Agreements are adhered to.
6. Failure of the appropriate officer to act within the timeline stipulated in the Service Level Agreement, without lawful excuse, shall amount to misconduct and be subject to appropriate disciplinary proceedings in accordance with the Civil/Public Service Rules and Regulation of Oyo State.

GRIEVANCE REDRESS MECHANISM

7. All MDAs shall have in place a Grievance Redress Mechanism in order to address issues or complaints which may occur in the course of business transactions with the State Government.
8. The Accounting Officer of an MDA shall endorse an officer as a desk officer to receive, assess, address and give feedback to complaints or grievances submitted by members of the public in relation to MDA's scope of responsibility.
9.
 - (1) There shall be established at all MDAs, a Grievance Redress Committee which shall be headed by the Accounting Officer and shall have 4 other members.
 - (2) The Grievance Redress Committee shall hear and to make decisions regarding the complaints and grievances forwarded to the MDA.
10.
 - (1) There shall be established a Grievance Redress Appeal Committee at the State Level which persons aggrieved by the decision of Grievance Redress Committee at the MDA Level may appeal to.
 - (2) The Grievance Redress Appeal Committee shall comprise of the following members –
 - (a) the Attorney-General and Commissioner for Justice who shall be the Chairperson;
 - (b) the Chairman of the Board of Internal Revenue;
 - (c) the Commissioner for Health;
 - (d) the Commissioner for Environment; and
 - (e) the Commissioner for Lands, Housing and Urban Development.

11. There must be proper documentation of complaints or issues such as an acknowledgement of receipt of the complaint with clearly defined response procedure and timeframe as established in their respective service level agreement.
12. The Desk Officers of the MDAs shall have their government contact details published on the State Government's Official website and conspicuously pasted on the premises of the MDA.

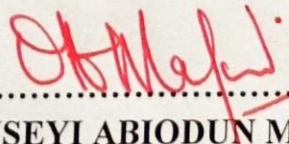
MANDATORY ADVANCE COMMUNICATION RULES OF UPCOMING CHANGES

13. All MDAs shall inform the general public within 14 days of any change in permits, licenses, waivers, tax related processes, filings and approvals including fees and timelines required for the processing of applications for the products and services.
14. Such information shall be published on the State Government's Official website and conspicuously pasted on the premises of the relevant MDA.
15. The change of the Desk Officers of MDAs shall also be published on the State Government's Official website and conspicuously pasted on the premises of the relevant MDA.

EFFECTIVE DATE OF THE ORDER

16. This Executive Order shall take effect immediately.

Dated this 27th day of December 2023.


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ENGR. OLUSEYI ABIODUN MAKINDE (FSNE)
EXECUTIVE GOVERNOR OF OYO STATE